HOW TO

Track down your stolen SmartBike

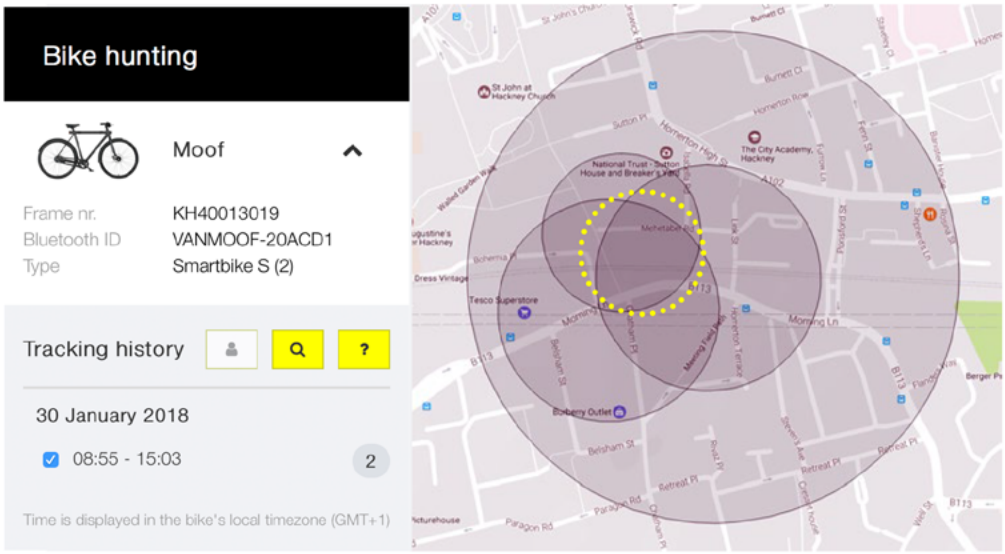
Bike Thieves suck. Luckily your SmartBike is equipped with GSM and Bluetooth tracking. Follow this guide from our Bike Hunters to track down your stolen bike.

Step 1: Report your bike stolen

If you haven't already, report your SmartBike stolen on the VanMoof Smartphone App. We also strongly advise that you report your bike stolen to the local police, as they'll be 150% more likely to assist you later on if you have a theft report (if you have Peace of Mind it's obligatory).

Step 2: Open your tracking dashboard

We'll email you a link to a tracking dashboard as soon as you've reported your bike stolen. Can't find it? Check your spam, and if it's not there send an email to bikehunters@vanmoof.com



Step 3: Find your bike hunting sweet spot.

Your SmartBike will send its location via a GSM signal aprox. every 6 hours . Each of the circles on the anti-theft tracking dashboard's map indicates one of those GSM signals. The spot where the circles overlap (indicated in this guide with a yellow dotted line) is probably the current location of your bike.

Note

The precisioon of the coordinates depends on the strength of the submitted signal. If there are no circles, or very few overlapping circles, that's probably a sign your bike's GSM signal is weak because it's being stored in a basement or garage.

Don't worry, the bike thief won't keep it there forever, so check your anti-theft tracking dashboard daily until you have a strong-enough signal to start bike hunting.

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Step 4: Go bike hunting
Once you've found your bike hunting sweet spot, pack your proof of purchase, the contact number for your local police, and a spare lock, and start bike hunting!

Step 5: SAFELY recover your bike

If you find your bike outside
Immediatly secure your bike using the spare lock. Put some distance between you and the bike just in case the thief returns. We're found that bike thieves tend to lock up stolen bikes with their own locks, and in most countries you'll need your local police force to remove this for you. Give them a call, let them know what's happened, and ask for their assistance.

If you find your bike inside or on private property
Or the thief is still with the bike, we highly recommend calling the police to avoid getting into a dangerous and/or illegal situation. Remember, a stolen bike is frustrating, but replaceable, but you dear VanMoofer are not!

Tip: Bring the police report; the police will only act, if there was a filled report.

Step 6: Celebrate!

Step 7: Deactivate the tracking
Send a quick email to bikehunters@vanmoof.com letting us know your bike is back in the right hands, and we'll switch off the tracking mode.

Did your bike get damaged?
If your bike got damaged during its ordeal that sucks, but luckily almost everything can be repaired or replaced. Just send an email to support@vanmoof.com, including some pictures of the parts that are broken, and our support team will take it from there.

Need more support from us with the hunt?
Send an email to bikehunters@vanmoof.com with the following details and they'll take it from there:

1. What was the battery status at the time of theft?
2. Where was the bike stolen exactly?
3. Which lock was used?

Stay safe, and good luck Bike Hunting!

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